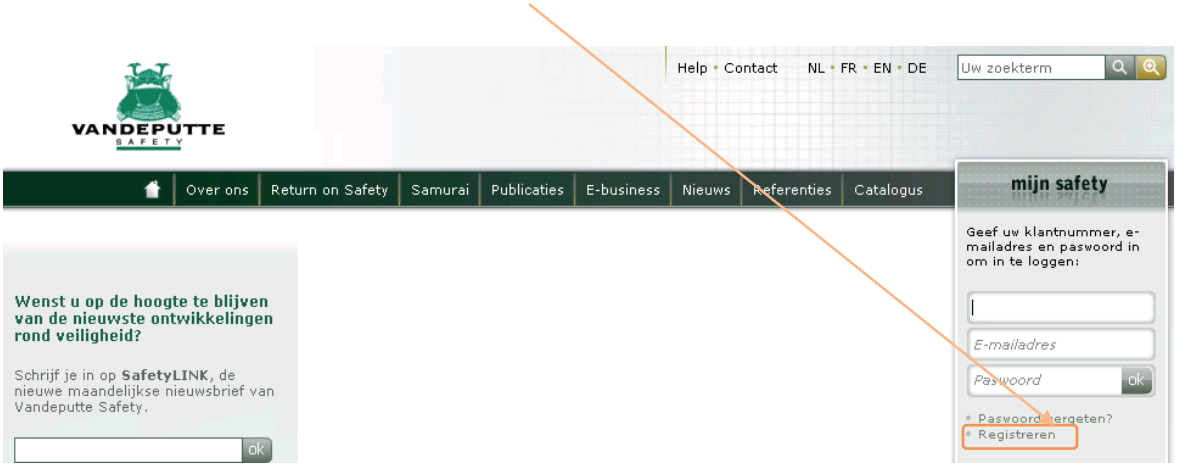
Website FAQs

REGISTRATION/LOGIN

- **How do I register?**

To register for the website, click the 'Register' link immediately underneath the three input fields on the right side.



It is best to check first whether one of your colleagues has already registered on the Vandeputte Safety website (www.vandeputtesafety.com) in the past.

a. If so, you can ask him/her who the 'administrator' is on the Vandeputte Safety website. He/she can find this out straight away by logging in and clicking 'My profile' in the right-hand navigation bar: this page shows the administrator with his/her e-mail address and telephone number. This administrator can add you as a website user and immediately set your authorisations for the catalogues and ordering options. This will allow you to get started immediately.

b. If nobody in your company has registered or you cannot find out who your administrator is, you can register as a new user: click 'Register' at the right side of the webpage. You can then choose between:

- **I'm a new user, but my company is already registered. Unfortunately, I don't know who my administrator is.**

  If you place a tick next to 'The company is already a customer. I want to register as a new user.' and then click 'Next step', the following screen will appear:

- If you enter you customer number and click 'Search', the following screen will appear:

-

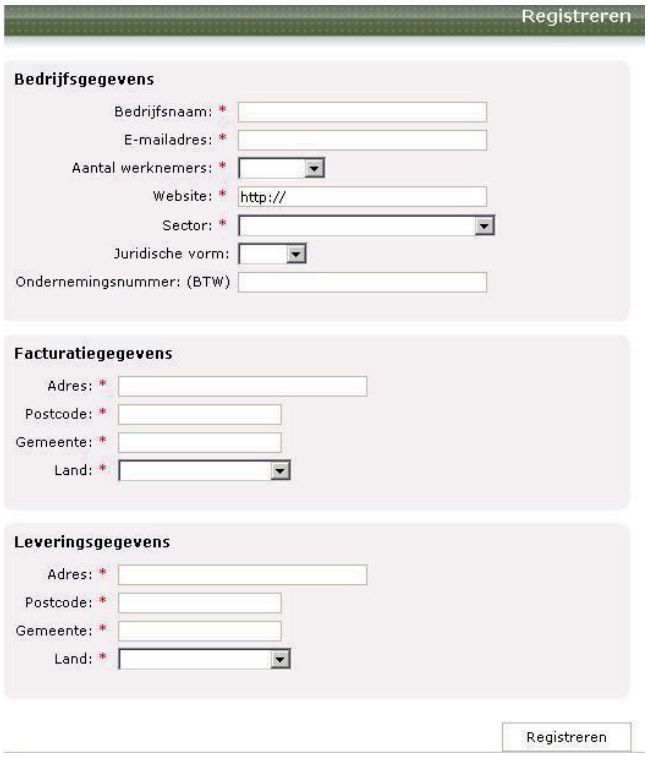
  This is where you enter your personal details. All fields marked with * are mandatory and must be completed. Then click 'Register'.

You will be sent an e-mail to let you know that your registration is complete. The administrator in your company will then set your authorisations so you can get started.

You must change your password the first time you log in.

- **I am a new user, but I don't know whether or not my company is already a customer.**

Choose the option 'I want to register as a new customer and user.' and then click 'Next step'. The following screen appears:



- You can enter your company details, invoicing details and delivery information here. All fields marked with * are mandatory and must be completed. When you then click 'Register', the following screen appears:

This is where you enter your personal details. All fields marked with * are mandatory and must be completed.
Then click 'Register' again.

You now have two options:

- If your company is already registered on the website, you receive an e-mail with notification that the administrator within your company must assign you the proper authorisations. The administrator will receive a CC of this message. You can contact this person to make the necessary arrangements.

- If your company is not yet registered on the website, your registration will be sent to Vandeputte Safety automatically and the necessary arrangements will be made there. We will notify you by e-mail when the registration has been completed.

  You must change your password the first time you log in.

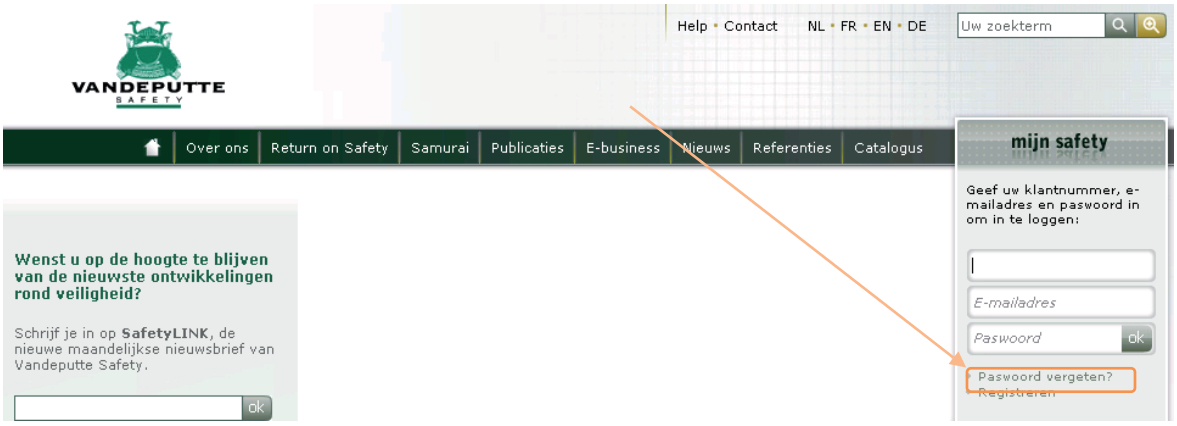
- **I've forgotten my password. How can I request a new password?**

  Under the input fields, at the right, you see the option 'Forgotten password'. Click this.

  You will be asked for your e-mail address and customer number.

  As soon as you click 'Send me a new password', your details will be checked and you will receive a new password in your mailbox.

  You must change this to a password of your own choice the next time you log in.



- **Why am I asked to change my password?**

  For security reasons, we ask you to change your password every six months.

  You don't have to do anything to arrange this. After six months you will be asked to choose a new password.

- **How do I log in to the website?**

  On the right side of the homepage you see a box with three input fields.

  You enter your customer number (if you know it), e-mail address and password.

  Then you click the 'OK' button or press the Enter key on your keyboard. You will be logged in and the 'My safety' bar will show an overview of all your data and orders.

SEARCHING WITHIN THE WEBSITE

- **By browsing through the catalogue**

Go to the product you want to order via the 'Catalogues' tab in the title bar at the top of the screen.

First select a product group and sub-product group.

Then click the product you want to order. The product details will open.

Here you will find all the data relevant to the article, including:

- Brief description
- Article numbers (Vandeputte Safety, customer, etc.)
- Contract article (yes/no)
- Photo
- Technical data sheet and other relevant documents
- Stock situation
- Unit price

- **Searching by description or article number**

If you know the article number or want to search with a search term, you can simply enter your search term in the field at the top right corner and click Enter.

You will immediately receive a list of all the news articles and products that match your search criteria.

With this simple search, you can also make use of the terms AND, OR and NOT to search for multiple terms or to exclude certain terms.

- **Searching by characteristics**

Click the magnifying glass with the plus symbol at the top right. The advanced search function is shown.

Here you must always first enter a product group and sub-product group before the applicable search criteria appear.

Here you also have the option of entering a sector or application to restrict the search results to a specific segment or a specific activity.

Then you proceed to the search criteria. You enter the desired selection by clicking on the bars. A window with options opens. You can add as many criteria as you like. The search results will continuously adapt to your request.

The 'found' products are shown at the bottom of the screen.

- **Searching by sector/application**

You start from the homepage by selecting a sector or application. The website remembers this choice and only presents you with information, products and services applicable to this segment or application.

You can cancel this by:

- Clearing your search selection (for advanced searches)
- By selecting a general product group

PRICES & STOCK SITUATION

- **Can everyone see the prices?**

  Only users with a login code and the correct authorisations can see the prices.

  If you do have a login code but don't see any prices, the best thing to do is to contact your administrator. He can grant you the necessary permissions.

- **Can I still negotiate the prices shown on the website?**

  The prices you see on the Vandeputte Safety website are the prices that apply at the moment you place the order.

  All shown prices are the recommended sale prices, excluding applicable VAT.

  If you are a Vandeputte Safety customer, you see your customer specific prices. These prices are based on the market prices and on your purchasing volume with Vandeputte Safety.

  If you currently have a contract, your contract prices are also shown on the website. You can recognise these contract prices by the 'C' shown at the bottom right, next to the product summary.

- **How do I know whether a product is in stock and can therefore be delivered to me within 48 hours?**

  When you are logged in, you can check the stock situation for an article 24 hours. a day.

To do so, you must enter the correct quantities per colour/size in the product detail. The stock level will then be shown.

There are three possible stock situations:

- In stock
- Partially in stock
- Not in stock

- **How reliable is the stock level information?**

The stock level information is looked up in real time, so it is accurate at the moment you make your request.

However, this is no guarantee that these levels will be present when you place your order, because other customers may be placing orders at the same time.

Therefore this stock level information should always be considered as purely an indication.

MY SAFETY

- **Customer details**

Via the 'Customer details' link you will find the details for your company. This includes your invoicing and delivery information.

You can change these details here. At the moment you send these changes, these details will be blocked for all the users within the company.

After all, the changes affect your invoicing and must be changed in our ERP system. Once this has been done (within 24h), the data will be released again.

- **My profile**

Via the link 'My profile', you can find all your personal details. You can keep these up to date here yourself.

In addition to your personal details, you will also find the details for the approvers and administrators within your company here.

- Administrator: A company that is registered on the Vandeputte Safety website always has one or more administrators.

These administrators are responsible for the user administration within the organisation.

They create new users and also assign various authorisations to these users.

So, when you need additional authorisations, you can ask your administrator**.**

- Approver: This is the person responsible for approving all orders electronically before they are sent to Vandeputte Safety. You don't have to do anything to arrange this. Your approver is notified automatically when you send an order.

  You are then notified once the approver has approved or rejected your order.

- **Catalogues**

  Here you can browse through both the Vandeputte Safety catalogue as well as your own company-specific catalogues.

  First you select which catalogues you want to search in, and then the relevant product groups and sub-product groups appear.

- **Favourites**

  When you add a product to your favourites on the product detail, it is added to this list.

  This option provides a consolidated list of all your favourite products.

  You not only have the option of ordering here; you can also print a PDF version for your own use.

  The favourites allows you to create your own 'personalised' catalogue on the Vandeputte Safety website.

- **My orders**

  Here you can download an overview of all your web-based orders.

  You can restrict the output by entering additional selection criteria:

  - A range of web order numbers
  - A from/to date

You have the option of having this information sent to your mailbox or opening it immediately as a file.

- **Logging out**

You are logged out of the website and are once again shown only the standard functions.

It is then no longer possible to access company-specific information (such as documents, prices, customer details, stock information, etc.).

WEBSITE ROLES

- **What is an administrator?**

  A company that is registered on the Vandeputte Safety website always has one or more administrators.

  These administrators are responsible for the user administration within the organisation.

  They create new users and also assign various authorisations to these users.

  So, when you need additional authorisations, you can ask your administrator**.**

  You can find out who the approver(s) is/are within your company (if there are any) in the table 'My safety' under the link 'My profile'.

  Note: The first person who registers on the Vandeputte Safety website is automatically the administrator. If you need to change this, contact us via the contact form.(link)

- **What is an approver?**

  This is the person who is responsible for approving orders electronically before they are sent to Vandeputte Safety. You don't have to do anything to arrange this. Your approver is notified automatically when you send an order.

  You are then notified once the approver has approved or rejected your order.

  You can find out who the approver(s) is/are within your company (if there are any) in the table 'My safety' under the link 'My profile'.

- **What is a user?**

  A user is a registered user of the website The user's authorisations are determined by the administrator.

  A user (with the relevant authorisations) can do the following on the website:

  - View prices and stock levels
  - Download documents
  - Browse through one or more catalogues
  - Enter orders

AVAILABLE PRODUCT INFO

- **Can everyone access all the product information?**

  Access to some documents is restricted to those users with a login code and the correct authorisations (e.g. CO attestation, technical data sheet, user manual).

  If you do have a login code but can't download documents, the best thing to do is to contact your administrator. He can grant you the necessary permissions.

- **Do I have permission to use all the documents however I like?**

  Vandeputte Safety grants its customers permission to use these documents for compliance with the legal standards pertaining to safety.

  However, these documents may not be provided to third parties or used for any commercial purpose without written approval from Vandeputte Safety.

SECTOR & APPLICATION INFO

- **How can I specify my sector or application?**
- **Can I select two sectors or applications at the same time?**
- **Do I see more information than when I haven't selected a sector/application?**

LINKS

Here you will find links to the websites of companies with a connection to Vandeputte Safety.

- **Z&V Group**

  Z&V Group is the largest European single-source supplier of industrial safety solutions: the organisation provides its customers with every imaginable type of personal protective equipment (PPE) and also offers a broad range of safety-related services.

  V&V Group combines the extensive expertise in providing industrial services of the Z-Group with the exceptional know-how in personal protective equipment of the Vandeputte Group and of Midera.

  This combining of forces enables the companies to serve the changing demands of a globalising market.

  For more information, please visit http://www.zv-group.com.

- **Vandeputte Group**

  As the market leader in Benelux, the Vandeputte Group offers its customers a tailored approach to safety. Vandeputte Group comprises three complementary divisions, each of which is at the top of its market segment:

  - Vandeputte Safety
  - Samurai@Work
  - Artelli

  For more information, please visit http://www.vdp.com**.**

- **Samurai@Work**

  Samurai@Work offers a total package of services in fields such as safety, ergonomics, industrial hygiene, improvement of the workplace and the environment. These services range from practical training courses, attitude training and coaching processes to a strategic approach to welfare in the workplace. Samurai@Work predominantly operates in large and medium-sized companies in Belgium and the Netherlands.

  For more information, please visit http://www.samuraiatwork.com**.**

- **Z-Group**

  Z-Group is a leading West European group of industrial service providers specialised in the chemical, petrochemical, power and steel industries.
  Z-Group encompasses five activities:

- Z-Safety (specialised in Turnaround Safety Management)
- Z-Services (management of industrial equipment)
- Z-Rental (rental of industrial equipment)
- Z-Staffing (project-specific interim employment platform)
- Z-Monitoring (safety technology)

Each of these activities is underpinned by an innovative market approach and imaginative services for its customers.

For more information, please visit http://www.z-group.org**.**

- **Artelli**

Artelli develops and distributes a full range of safety products which are marketed by resellers and DIY chains in Belgium, the Netherlands, France, Spain and Portugal using specific concepts and two separate brands (Artelli and Busters).

For more information, please visit http://www.artelli.com**.**

CONTACT

If you have suggestions for the improvement of the way this website works, you can let us know by mailing us at info@vdp.com. We will then contact you as soon as possible.

TECHNICAL REQUIREMENTS

Our site works with the most recent browsers. We recommend Internet Explorer 7 or higher or Mozilla Firefox 3.0 or higher.

PRIVACY

The information you enter on this website will not be provided to third parties without your express permission.